

1. Who is currently providing the services requested and listed in this RFP? [Scan-Optics, Inc.](#)
2. If a contractor is currently performing the services requested and listed in this RFP, who is the contractor(s)? [Scan-Optics, Inc.](#)
3. Based on prior periods of support for the services requested and listed in this RFP, what is the number of hours used over the last three years broken down by year? (Please give any information available for any period of support services). [Approximately 2000 hours/year for each of the last three years.](#)
4. Please provide an estimate of the number of hours for each of the next three years for the services requested and listed in this RFP. [Approximately 2000 hours/year.](#)
5. The RFP sites numerous software programs such as VISTA, ScanGen, etc that applications to be supported are coded in. Is the successful bidder responsible for purchasing programming versions of this software or will the State provide the tools (programming licenses) necessary to perform the support services under this RFP? [The successful bidder will be responsible for providing the programming tools and licenses necessary to perform the support services under this RFP. See Attachment III of the RFP.](#)
6. The Sample Contract (Appendix A Section 5.0 Compensation and Maximum Amount of Contract), states a maximum contract value per year. Is this applicable for this RFP as there is no mention of number of hours to be used and the RFP asks for just an hourly rate? [Yes, the maximum contract value will be determined by the estimated number of hours, to be used over the term of the contract, multiplied by the hourly rate of the successful proposer.](#)
7. Please outline in the form of anticipated date ranges, the expected time frames where services requested under this RFP will be at the highest. (i.e. Oct – Dec for tax time, Mar – April, etc.) [October – January.](#)
8. Reference Appendix B # 11. Does LDR anticipate the 4 – 6 weeks usage of personnel during high volume periods for the department such as April & May. In the past has this required the entire support team on staff at all times during this 4-6 week period? [No, not all of the support team. Staff will be based on the specific change requests.](#)

9. Appendix C Pricing Schedule-

- Please clarify the intent of the requested information for Appendix C. Is the intent to derive a blended rate to be billed for all hours used regardless of job task/title OR will LDOR expect the vendor to bill the actual hourly rate listed for the job/task title deployed? [Bill the actual hourly rate listed for the job/task title deployed.](#)
- Does LDOR intend to apply just the “weighted rate” proposed in the cost score computation listed on page 20? [Yes.](#)

10. Is the database analyst responsible for SQL, TMS, and DB2? If this is the case is it acceptable to submit more than one person for this category, each with a specific expertise? [Yes and it is acceptable to submit more than one person.](#)

11. Does LDOR require the vendor to submit résumés of all potential personnel to possibly be assigned to the project or just résumés for key personnel? Because this RFP has an unknown number of hours in each job/task title, depending on the SOW released we might need 1 person for that task or 5 people for another SOW. Please clarify the approximate number of résumés that LDOR would like to see proposed for each job description/task. [Submit the resumes of each person assigned to this project team. See Section 2.6.2 Technical of the RFP.](#)